

SERVICE OPERATIONS BULLETIN

Reference:

Service Operations Bulletin SB N-002

Date:

February 15, 1996

To: ALL NISSAN SERVICE MANAGERS

Subject: VOLUNTARY SERVICE CAMPAIGN -- FUEL INJECTORS AND HOSES, SUPPLEMENTAL INFORMATION

Nissan has been investigating reports of fuel leaks and engine compartment fires in older Nissan Maxima and 300ZX vehicles. Nissan has found that a fuel additive that was approved for use in gasoline after these vehicles were designed has caused the fuel injectors to deteriorate and develop leaks. Fuel leaks in the engine compartment can result in a fire. Nissan has also found cases of fuel leaks occurring due to worn out hoses in the fuel injection system. While Nissan's recommended maintenance for these vehicles calls for periodic inspection of the fuel injection system and replacement of any leaking injectors and worn out fuel hoses, Nissan has become aware that it is expensive for owners to follow these recommendations, especially since these vehicles are six to twelve years old and are generally in excess of 100,000 miles. Nissan is concerned that some owners have therefore postponed or omitted necessary maintenance, increasing the risk of engine fire.

Although Nissan does not believe that these fuel leaks are due to any defect in the vehicles, Nissan has decided to contact all of the owners of these vehicles to advise them of the possibility of fuel leaks and to offer to install new fuel injectors and related hoses free of charge. The new fuel injectors have been made to reduce the effects of additives used in today's gasolines, and the new fuel hoses will further reduce the possibility of leaks. Nissan is taking this step because we are concerned about the safety and satisfaction of owners of our vehicles. NHTSA has also not identified any defect in these vehicles and closed its investigation on November 8, 1995 because of the voluntary action that Nissan will be taking. Nissan will begin notifying owners in February 1996 and we expect the program to be concluded in approximately 16 months.

As a result of recent media coverage, some owners of 1985-88 U11 Maxima's and 1984 - 89 Z31 300 ZX's may become concerned about fuel leakage occurring in their vehicles prior to receiving their official notification. The following information is to assist dealers in responding to each customer concern, provide additional warranty and customer handling information, and present answers for dealers to use in responding to potential customer questions.

DEALER INSPECTION PROCESS

Upon contact by a customer of an affected Maxima or 300ZX, either directly at the dealership, or via a Nissan Consumer Assistance Request, dealers should apply the following procedures to complete the inspection, procure parts and complete the repair.

Perform a visual underhood check of the fuel injection system, lines, hoses and injectors, checking for dampness around the injector and/or fuel hose connections, fuel puddling, or a fuel odor.

Inspection Reveals a Gasoline Leak or Smell:

If the dealer finds a leak or smells gasoline, and the dealer does NOT have the applicable campaign repair kit in inventory, the dealer should order the parts VOR, AND elevate them to CUSTOMER CARE status. In this case, it should be strongly recommended that the customer not drive the vehicle.

Provisions for rental vehicle expense assistance may be found on page 4 of this document.

No Gasoline Leak or Smell Identified:

If the dealer does NOT find a leak or gasoline smell, but DOES have the applicable campaign repair kit in stock, the dealer should perform the campaign and repair the vehicle.

If the dealer does NOT have the applicable campaign repair kit in inventory, the dealer should order the parts VOR (*but DO NOT elevate the order to Customer Care*), and advise the customer that you will contact them to schedule an appointment when the parts arrive. The customer may then continue to drive their vehicle until such time as the campaign kit arrives and the repairs can be completed.

Customers should be advised, however, that if they notice fuel leakage or odor prior to their parts arriving, they should contact your dealership immediately to arrange to have their vehicle towed in for inspection.

CLAIMS INFORMATION

The following is the updated coding information for this campaign. The information regarding *Rental Vehicle Expense Assistance* and *VOR Freight Reimbursement* was not originally included in Campaign Bulletin # NTB96-010.

OPERATION	OP CODE	CAMPAIGN I.D./PNC	PROGRAM # ¹	SYMP/DIAG ²	FRT ³
Install Kit	P51370	P5137	01	ZZ/99	2.5 hrs (Z31) 2.3 hrs (U11)
R&R Fuel Pressure Regulator	P51371				0.1 hrs (Z31/U11)
Install One Sub-Harness ⁴	P51372				0.1 hrs (Z31/U11)
Install Both Sub-Harnesses ⁴	P51373				0.2 hrs (Z31/U11)

NOTES: 1. New Claims System dealers only.

2. Old system dealers only.

3. Flat Rate Time(s) include sufficient labor time for the replacement of any of the "Related Hoses/Parts/Electrical Connectors" listed in the Parts Information tables above.

4. Use either P51372 OR P51373, but not both.

TOWING EXPENSE

If required, towing expenses to the nearest Nissan dealer should be submitted using expense code 501 (New Claims System dealers) or part number SUBLTTOWXX (old system dealers).

VOR FREIGHT REIMBURSEMENT

For this campaign only, VOR freight expense, for VOR freight not pre-paid by Nissan, may be submitted using expense code 600 (New Claims System dealers) or part number VORxxxxxx (where xxxxxx is the invoice number - old system dealers).

RENTAL VEHICLE EXPENSE ASSISTANCE

If the vehicle is inoperative awaiting parts ordered through the *Customer Care* process, rental vehicle assistance may be submitted using Expense Code 502 (New Claims System dealers) or part number SUBLTRENTX (old system dealers). Rental expense may be claimed for the actual amount, up to \$30 per day, for up to a maximum of three (3) days (\$90 total).

New Claims System dealers may use the following procedure:

Rental expense *not* exceeding the campaign maximum (3 days):

Expense Code	Coverage 1	Amount 1
502	CM	Actual Amount ¹

¹ Up to \$30.00 per day, not to exceed 3 days maximum (\$90.00)

New Claims System dealers only

Any additional rental vehicle expense must be claimed as goodwill expense with regional approval, as required. This process cannot be used by old claims system dealers. To claim goodwill rental expense, which is above and beyond the \$30/day (\$90 total) covered by the campaign, add an FG coverage code to expense code 502 for the additional amount. An example of this "split coverage" for expense code 502 is shown below:

Rental expense exceeding the campaign maximum (more than 3 days):

Expense Code	Coverage 1	Amount 1	Coverage 2	Amount 2
502	CM	Actual Amount ¹	FG	Actual Amount ²

¹ Up to \$30.00 per day, not to exceed 3 days maximum (\$90.00)

² Amount over the "Actual Amount ¹" (CM coverage)

PARTS RETENTION

For this campaign only, removed parts may be scrapped as soon as the work order line has been reported as paid on the daily Claims Activity Report (New Claims System dealers - Report #VWO5020-R1. Old system dealers - Report #WDN0940-R1).

DEALER Q&A

Q1. What is the reason for this owner notification?

- A1. The use of certain fuel additives now approved in today's gasoline have caused fuel injectors designed many years ago to deteriorate and develop leaks. Also, due to postponed or omitted necessary maintenance of the vehicle's fuel injection system by owners, fuel leaks may occur due to worn out fuel hoses. Either one of these conditions could result in an engine compartment fire.

Q2. What are the symptoms?

- A2. Early symptoms of this situation could be a fuel odor in the engine compartment or a fuel odor coming through the interior ventilation system.

Q3. What should I do if I notice these symptoms?

- A3. Stop driving your vehicle. Contact our dealership to schedule an appointment and to arrange for towing.

Q4. I really need my vehicle and no symptoms are present. Can I still drive my vehicle?

- A4. Yes. If you notice any fuel leaks or smell gasoline in the future, prior to receiving your notification, please contact me [the dealer] as soon as possible to have this service campaign performed.

Q5. How many vehicles are involved in the campaign?

- A5. Approximately 415,000 1985-1988 Maxima's and 274,000 1984-1989 300ZX's are involved in the service campaign.

Q6. Have there been any engine compartment fires related to this situation?

- A6. Yes. At the time of our last report to the government (November 18, 1994) Nissan had identified 88 engine compartment fires related to this situation. Since that time Nissan has been informed of additional engine compartment fires but we have not kept a count of all engine compartment fires to date.

Q7. Have there been any significant injuries/deaths related to this situation?

- A7. No.

Q8. Is this a safety recall?

A8. No. This is a voluntary service campaign because no defect has been found in the fuel injection system.

Q9. Does the government know about this?

A9. Yes. The National Highway Traffic Safety Administration had been investigating these vehicles but found no defect and closed its investigation on November 8, 1995 in light of Nissan's voluntary decision to do a service campaign.

Q10. What will be the corrective action?

A10. Nissan is concerned about your safety and satisfaction, and has therefore decided to replace the fuel injectors and related hoses in the affected vehicles' engine compartment free of charge, no matter the age or mileage of the vehicle. The new fuel injectors have been made to reduce the effects of additives used in today's gasoline. After the new components are installed, it will continue to be important to follow the 30,000 mile maintenance schedule for the fuel injection system.

Q11. How long will the repair take?

A11. The repair should take approximately two hours, but we may require your vehicle for a longer period of time based upon our work schedule.

Q12. Does this program apply to other Nissan models?

A12. No.

**Q13. Will a loaner vehicle be provided while the dealer is servicing the vehicle?
[In the event the customer's car is experiencing fuel leakage.]**

A13. If we don't have parts available for your car, your parts will be expedited, and Nissan has authorized that I provide you with a free rental car for up to three days.

**Q14. Is my vehicle safe to drive until the service campaign is performed?
[If there is no sign of fuel leakage.]**

A14. Yes. Please contact us once you've received your notification, however, to have the campaign repairs completed. In the meantime, if your vehicle develops a gasoline leak, or you notice a fuel odor from the engine compartment in the future, do not drive your vehicle. Call us immediately to arrange for towing.

Q15. I am afraid to drive the vehicle to the dealer for service. Will Nissan pay for towing?

A15. If your vehicle is currently leaking fuel or you notice a fuel odor, we'll be happy to make the necessary towing arrangements for you, free of charge.

Q16. I have recently paid for the installation of new fuel injectors and related hoses on my vehicle at a Nissan dealer or independent repair facility. Will Nissan reimburse me for the expense?

A16. If the fuel injectors were replaced due to leakage, Nissan will reimburse you for reasonable documented costs. When you receive your notification, please complete the Customer Goodwill Reimbursement Request Form and submit it along with all copies of supporting documents (i.e., repair order) to the address indicated. If you have not received your notification, you may send copies of your supporting documents, including a repair order, to:

**Nissan Maxima/300ZX Campaign Headquarters
P. O. Box 2009
Bloomfield Hills, MI 48303**

Q17. I have a (1985-1988 Maxima or 1984-1989 300ZX) but did not receive a letter. how can I tell if my vehicle is affected?

A17. Please give me your vehicle identification number (VIN) so that I can check Service Comm to determine if your vehicle is affected by this recall.

**Q18. I recently experienced a fire in the engine compartment and I believe it was due to a leak in the fuel injection system. Will Nissan reimburse me for accident, injury or deductible expenses?
[If a fire has occurred, and has been repaired.]**

A18. Please contact Nissan directly through the Consumer Affairs Department at 1-800-NISSAN 1 (1-800-647-7261).

**Q19. My car just caught fire, and I believe it was due to a leak in the fuel injection system. Will Nissan pay for my car's repairs?
[If a fire has occurred, but the vehicle has not been repaired.]**

A19. *DEALERS: PLEASE CONTACT YOUR REGIONAL CUSTOMER SERVICES DEPARTMENT FOR DIRECTION AND GUIDANCE.*

Q20. I live in Canada and have a Canadian Maxima/300ZX, what do I need to do?

A20. Please contact Nissan Canada, Inc. at 1-800-387-0122.

Q21. I live in Hawaii, what do I need to do?

A21. Please contact Nissan Hawaii at (808) 836-0888.

NOTE: All media inquiries should be referred to Nissan's Corporate Communications Department, Mr. Kurt Von Zumwalt (310) 719-5238.